(l) Integrated Development of Tourist Circuits,

(ii) Product/Infrastructure and Destination Development,

(iii) Assistance for Large Revenue Generating Projects,

Capacity Building for Service Providers.

WRITTEN ANSWERS TO UNSTARRED QUESTIONS.

Synchronisation of flight and train timings

4642. SHRI S.M. LAL JAN BASHA : Will the Minister of CIVIL AVIATION

be pleased to state :

whether flight timings of Indian Airlines are fixed in coordination with the Railways:

whether it is a fact that evening flights to Hyderabad from different cities are not suitable to people wishing to catch train; and

what are details of steps proposed to be taken by Indian Airlines to make its flight arrivals and departures from Hyderabad suitable for people wishing to catch trains ?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK) : (a) to (c) Indian Airlines flight timings to Hyderabad and other cities have been fixed keeping in view the market feedback, and operational requirements.

Customer-friendly services of IA

4643. SHRI S.M. LALJAN BASHA : Will the Minister of CIVIL AVIATION

be pleased to state :

(a) whether Indian Airlines is revamping its entire commercial systems and

practices to attract more customers;

whether it is a fact that Indian Airlines is following old rules and old systems in matter of sale of tickets, extending validity of tickets and general negative attitude by its duty managers to requests from passengers;

if so, in what manner Indian Airlines propose to have **a** customer-friendly ground and commercial services; and

the improvements made in the last six months to help customers with the details thereof ?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK) : (a) Indian Airlines continuously endeavours

to upgrade and add value to its product so as to attract more customers and increase its market share.

(e) Indian Airlines' rules for sale and revalidation of tickets, are in line with practices followed by other airlines. The Duty Managers are authorized to extend or revalidate tickets on request from passengers, on merits and in line with the delegation of powers vested in the officers. Any complaint of indifferent or negative attitude by any officer is investigated and action taken for remedial measures.

(f) and (d) In order to provide customer friendly commercial services, Indian Airlines has been focusing on training its employees especially the front-line staff who come in direct contact with the travelling public. Customer Care Service Programmes, as well as refresher courses, are conducted on a regular basis to develop their skills and fashion their behavioural aspects towards services rendered to passengers.

Besides, Indian Airlines has initiated various steps and schemes for the benefit of customers which include :-

(d) Quick dissemination of information through Indian Airlines' Website, Flight Information Cells, Inter-active Voice Response System etc.

(e) Departure Control System to facilitate Advance Seat Reservation, Telephone Check-in and Return Check-in.

(f) Improvement in Cabin interiors

(g) Various marketing initiatives to cope up with the competitive environment.

Imposition of tax on free passes on airline employees

4644. MISS MABEL REBELLO :
SHRI B.J. PANDA :

Will the Minister of CIVIL AVIATION be pleased to state :

(b) whether Government have imposed a tax on free passes of all airline employees; if so, what are the details of this tax;

(c) whether all airlines staff had staged a bandh to press for withdrawal of this tax; and

(d) how Government propose to tackle this issue ?